

Though as the picture shows it's not being used, they recently installed, at no small cost I'm sure, a fire hydrant. When asked about it, they said it was not for the fire dept., but rather so they could let out more water more

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quickly.

It seems like there are two things they could or should do. One is to loop the water line around the cul-du-sac so it flows more or less continuously and thus does not need flushing. Or, flush the water into a tank truck so it could be used for irrigation or other purposes including selling it to a golf course or such.

I don't see how they can justify the waste of this resource and at the same time want a 30%+ price increase.

What do you think?

John M. Hepburn

[REDACTED]
Fountain Hills, AZ 85268-1405

[REDACTED]
[REDACTED]
[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Hepburn -

Thank you for your recent e-mail to Chairman Gleason. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

I have also filed an Inquiry with Chaparral City Water Company regarding the pictures you sent showing water running down the street and I have asked the company to provide an explanation to this Commission and to you.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

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